

DWD Issuance 12-2009, Attachment 1, Section 1
CAP Temporary Assistance (TA) Recipient Letter Policy

Description

This policy outlines the letters for Temporary Assistance (TA) recipients referred to the Career Assistance Program (CAP) and includes Toolbox 2.0 instructions. Since TA applicants are referred directly to CAP from the Family Support Division (FSD) during Immediate Engagement (IE), there are no applicant letters. Each letter has specific instructions on when and how to use them.

All letters, except the free-form letter, are available in Toolbox 2.0 and generated through Central Office's mainframe and mailed from Central Office. Free-form letters are manually created in Toolbox 2.0; printed on local letterhead; and mailed from the local office.

The following letters are available through Toolbox 2.0; however, are no longer used:

- Pre-Enrollment Letters:
 - CAP Call-In Letter #2
 - Pre-Enrollment Conciliation
 - Pre-Enrollment Sanction
 - Voluntary Call-in Letter #2
 - Pre-Enrollment Voluntary Conciliation
- Post-Enrollment Letters:
 - Post-Enrollment Conciliation
 - Post-Enrollment Voluntary Conciliation
 - Post-Enrollment Sanction

Letters

There are seven letters that can be sent to TA recipients including:

- "Call-In Letter #1" for mandatory TA recipients;
- "Voluntary Call-In Letter #1";
- "Voluntary Pre-Enrollment and Post-Enrollment Conciliation" free-form letter;
- "Mandatory Pre-Enrollment and Post-Enrollment Conciliation-Sanction" free-form letter;

- “Pre-Enrollment Re-Engagement” letter for sanctioned TA recipients;
- “Post-Enrollment Re-Engagement” letter for sanctioned TA recipients; and
- “Free-Form” letter for all TA recipients.

With the exception of the “Free-Form” letters, the letters contain the following information:

- Date letter is mailed from Division of Workforce Development (DWD) Central Office;
- Program, appointment date (if applicable), appointment time (if applicable), DCN, location name, location address, counselor, and phone number;
- Recipient name;
- Rescheduling requirements (if applicable);
- Auto-signature of the sender; and
- Title of letter.

“Free-Form” letters contain the following:

- Date letter is mailed from the local office;
- Recipient name;
- Information typed or copied into letter; and
- Auto-signature of the sender.

“Call-In” Letter for Mandatory TA Recipients

This letter is used only for Temporary Assistance (TA) recipients who were not referred as TA applicants during Immediate Engagement (IE) due to an exemption, exclusion, or good cause reason. (A TA recipient referred during IE does not need a call-in letter since he/she has been given a recipient appointment during IE and is automatically enrolled.)

The “Call-In” letter is available immediately upon a mandatory referral (DD) for TA recipients who were not automatically enrolled. Send this letter within five working days of the recipient referral. Edit the address, counselor, phone number, and appointment date/ time as necessary. The counselor can be a different person than the individual sending the letter.

If the recipient fails to respond to the letter, or reschedules the appointment more than once without good cause (see Conciliation/Sanction policy), send the “Mandatory Pre-Enrollment and Post-Enrollment Conciliation-Sanction” letter.

“Call-In” Letter for Voluntary TA Recipients

This letter is used only for voluntary Temporary Assistance (TA) recipients. Voluntary recipients are not referred during IE because he/she meets an exemption reason.

The “Call-In” letter is available immediately upon a voluntary referral (WW) for TA recipients who were not automatically enrolled. Send this letter within five working days of the recipient referral. Edit the address, counselor, phone number, and appointment date/ time as necessary. The counselor can be a different person than the individual sending the letter.

If the recipient fails to respond to the letter, or reschedules the appointment more than once without good cause (see Conciliation/Sanction policy), the “Voluntary Pre-Enrollment and Post-Enrollment Conciliation” letter is sent.

“Pre-Enrollment and Post-Enrollment Conciliation” Free-Form Letter for Voluntary TA Recipients

This letter is used for TA recipients who met an exemption at FSD, but chose to participate in CAP and: are not complying with work activities (as outlined in the Conciliation/Sanction policy); did not respond to the “Call-In” letter; or rescheduled the appointment on the “Call-In” letter more than once without good cause.

This is sent as a free-form letter. The “free-form language” contained within this document must be used for this letter.

If the recipient fails to respond, or reschedules the appointment on this letter more than once without good cause (see Conciliation/Sanction policy), the ‘Volunteer Not Participating’ alert is sent (see Recipient Alerts policy).

Free-form letters are *not* printed from the mainframe and mailed from Central Office. Print free-form letters *locally* on local letterhead, and mail from the local office, using a standard window envelope.

“Pre-Enrollment and Post-Enrollment Conciliation-Sanction” Free-Form Letter for Mandatory TA Recipients

This letter is used for TA recipients who: are not complying with work activities (as outlined in the Conciliation/Sanction policy); did not respond to the “Call-In” letter; or rescheduled the “Call-In” letter appointment more than once without good cause.

This is sent as a free-form letter. The “free-form language” contained within this document must be used for this letter.

If the recipient meets the criteria for sanctioning (see Conciliation/Sanction policy), the ‘Notify FSD to Start Sanction Process’ alert is sent.

Free-form letters are *not* printed from the mainframe and mailed from Central Office. Print free-form letters *locally* on local letterhead, and mail from the local office, using a standard window envelope.

“Pre-Enrollment Reengagement” Letter for Mandatory TA Recipients

This letter is used for mandatory Temporary Assistance (TA) recipients who are not enrolled in CAP and are sanctioned for non-compliance with the program. It notifies the recipient of his/her obligation to meet with CAP and participate as required in order to have the sanction lifted for non-compliance with work activities.

The “Pre-Enrollment and Reengagement” letter is available as soon as a sanctioned work status (SS) is received from FSD. After the first reengagement letter is sent, Toolbox 2.0 automatically generates the letters every 30 days until the case closes or the recipient is no longer in sanctioned work status (SS). Edit the address, counselor, and phone number as necessary. The counselor can be a different person than the individual sending the letter.

Send this letter within five working days of the sanctioned recipient referral (SS). Subsequent identical re-engagement letters will be sent automatically by Toolbox 2.0 every 30 days until compliance or Temporary Assistance case closure.

“Post-Enrollment Reengagement” Letter for Mandatory TA Recipients

This letter is used for mandatory Temporary Assistance (TA) recipients who are enrolled and are sanctioned due to not fully participating in work activities. It notifies the recipient of his/her obligation to meet with CAP and participate as required and agreed upon in order to have the sanction lifted for non-compliance with work activities.

The “Post-Enrollment Reengagement” letter is available as soon as a sanctioned work status (SS) is received from FSD. After the first reengagement letter is sent, Toolbox 2.0 automatically generates the letters every 30 days until the case closes or the recipient is no longer in sanctioned work status (SS). Edit the address, counselor, and phone number as necessary. The counselor can be a different person than the individual sending the letter.

Send this letter within five working days of the sanctioned recipient referral (SS). Subsequent identical re-engagement letters will be sent automatically by Toolbox 2.0 every 30 days until compliance or Temporary Assistance case closure.

Free-Form Letter for TA Recipients

This letter is used for mandatory or sanctioned TA recipients who need an additional contact. This letter should be used infrequently since TA recipients who fail to comply with work activities including: not providing documentation; not fully participating in work activities as agreed upon; etc. should be in the Conciliation/Sanction process or already sanctioned. This letter can be used in situations such as:

TA recipient's submitted documentation wasn't complete, or a recipient appointment was not scheduled during Immediate Engagement (IE) in error.

Use this letter when another Toolbox 2.0 letter isn't appropriate. A letter should never be generated outside of Toolbox 2.0. (Post cards may be sent as long as the general content and date sent is documented in 'Case Notes' in Toolbox 2.0; however, the Conciliation/Sanction process should not be extended with additional contacts). Add appropriate text to the free-format letter including: program, appointment date (if applicable), appointment time (if applicable), DCN, location name, location address, counselor, phone number, information needed (if applicable), deadline for returning information (if applicable), and any other necessary information.

Free-form letters are *not* printed from the mainframe and mailed from Central Office. Print free-form letters *locally* on local letterhead, and mail from the local office, using a standard window envelope.

Resending Letters

Letters are not restarted when there is a change in address in the system by the recipient or from FSD. The letter is only resent if returned mail is received with a new address. Without returned mail, it is assumed the TA recipient received the letter. (If returned mail is received with no forwarding address and there is not an updated address in Toolbox 2.0, see 'Unable to Locate' policy.) If a recipient requests a copy of the letter, a printed copy can be sent, and the letter process will continue.

Generation of Call-In Letters after Close of Business

Call-in letters physically generated after 5:00 p.m. on any business day, holiday or weekend are generated and mailed with the next business day's scheduled mailing.

Toolbox 2.0

After the letter is generated, the letter will display on the 'Seeker Histories', 'Seeker Services' tab in Toolbox 2.0 as sent. Letters generated during the day can be deleted up to 4:00 pm on the same day.

DWD Issuance 12-2009, Attachment 1, Section 2
CAP Temporary Assistance (TA) Letters

**“Call-In Letter #1” for
Mandatory TA Recipients**

12/18/2009
MARGARITA RENEE DELAY
414 WILSON ST
SIKESTON MO 638011951

Dear MARGARITA RENEE DELAY:

DCN: 0023565172

The Family Support Division has provided your name to us, identifying you as an individual who is required to participate in a work activity while you receive Temporary Assistance benefits. Our agency is responsible for helping you find an appropriate work activity that will meet the Family Support Division's requirements by enrolling you in the Career Assistance Program for Temporary Assistance recipients.

MERS/GOODWILL SE MISSOURI needs to meet with you immediately to discuss your employment needs and how we can help you meet your work requirements. We have scheduled a meeting with you on 01/07/2010 at 8:00 am. The meeting will be held at SIKESTON CAREER CENTER, 202 S. KINGSHIGHWAY, SIKESTON MO. This meeting will last approximately 1 hour(s). Please make arrangements for someone to care for your child(ren) during this time. If you are not able to meet at this time, please call CHERYL NOLEN at (573)472-5250 and ask to reschedule this meeting.

It is very important that you let us know if you are currently working or attending school. If you are, you will be asked to provide specific information about your job or your schooling. This is information that we will use to determine if you are already meeting your work requirement.

We look forward to working with you to meet your employment goals.

Sincerely,

CHERYL NOLEN

Call-in Letter #1
Temporary Assistance Recipients
Mandatory Participants

**“Call-In Letter #1” for
Voluntary TA Recipients**

12/11/2009
KELSI MICHELLE BOLT
2118 N COLONY LN
INDEPENDENCE MO 640581348

Dear KELSI MICHELLE BOLT:

DCN: 0063350634

The Family Support Division has provided your name to us, identifying you as an individual who has volunteered to participate in a work activity while you receive Temporary Assistance benefits. Our agency is responsible for helping you find an appropriate work activity that will meet the Family Support Division's requirements by enrolling you in the Career Assistance Program for Temporary Assistance recipients.

FULL EMPLOYMENT COUNCIL needs to meet with you immediately to discuss how the Career Assistance Program can help you meet your obligation to participate in a work activity. We have scheduled a meeting with you on 12/31/2009 at 9:30 am. The meeting will be held at INDEPENDENCE CAREER CENTER, 15301 EAST 23RD STREET SOUTH, INDEPENDENCE MO. This meeting will last approximately 2 hour(s). Please make arrangements for someone to care for your child(ren) during this time. If you are not able to meet at this time, please call KAREN DUPREE at (816)325-5890 and ask to reschedule this meeting.

It is very important that you let us know if you are not able to attend this meeting because you are currently working or attending school. If you are working or attending school you will be asked to provide specific information about your job or schooling. This is information that we will use to determine if you are already meeting your work requirement.

We look forward to working with you to meet your employment goals.

Sincerely,

KAREN DUPREE

Call-in Letter #1
Temporary Assistance Recipients
Voluntary Participants

Free-Form Letter Wording for “Voluntary Pre-Enrollment and Post-Enrollment Conciliation” Letter

(Insert location) has learned that you are not participating in work activities as agreed upon for the Career Assistance Program (CAP). Even though you voluntarily chose to participate with CAP, failure to meet work requirements could result in your CAP case being closed. If your CAP case closes, CAP will no longer be able to help you with many things including: your resume; finding a job; daycare registration fees; uniforms and clothing for work or school; and/or minor car repairs.

I have scheduled a time to meet with you at *(Insert location name, appointment date, and appointment time)*. We can discuss your job situation and choose a work activity that is right for you. Please plan for a 1-2 hour meeting. If at all possible, please make arrangements for someone to care for your child(ren) during this time.

If you are working or going to school, you still must come to this meeting. Bring any paperwork you have about your work or school (i.e., pay stubs, school schedule, etc.).

If you cannot meet on the date or time scheduled above, you must call me at least 24 hours prior to the appointment at the *(Insert phone number)* to reschedule and let me know why you need to reschedule. If you have an emergency and you are not able to call before the day of the appointment, you must call as soon as possible to let me know you will not be attending. If you do not call at all, I will notify the Family Support Division (FSD) that you choose not to participate with us and want to close your case with the CAP.

**Free-Form Letter Wording for
“Mandatory Pre-Enrollment and Post-Enrollment Conciliation-Sanction” letter**

YOUR HOUSEHOLD TA CASH GRANT MAY BE REDUCED!!!!

You must participate in the Career Assistance Program (CAP) to continue receiving your full Temporary Assistance (TA) cash grant benefits. You must meet with me right away to discuss how to comply with the Career Assistance Program (CAP).

I have scheduled a time to meet with you at the *(Insert location name, appointment date, and appointment time)*. We can discuss your job situation and choose a work activity that is right for you. Please plan for a 1-2 hour meeting. If at all possible, please make arrangements for someone to care for your child(ren) during this time.

CAP could help you with the following: your resume, finding a job; daycare registration fees; uniforms and clothing for work or school; and minor car repairs.

If you are working or going to school, you still must come to this meeting. Bring any paperwork you have about your work or school (i.e., pay stubs, school schedule, etc.).

If you cannot meet on the date or time scheduled above, you must call me at least 24 hours prior to the appointment at the *(Insert phone number)* to reschedule and let me know why you need to reschedule. If you have an emergency and you are not able to call before the day of the appointment, you must call as soon as possible to let me know you will not be attending. If you do not call at all, and do not meet with me, the Family Support Division (FSD) will be notified to reduce your household TA cash grant.

**“Pre-Enrollment Reengagement” Letter for
Mandatory TA Recipients**

12/21/2009
VERONICA L BAILEY
1417 PEABODY CT
SAINT LOUIS MO 631043033

Dear VERONICA L BAILEY:

DCN: 0016122939

The Family Support Division has provided your name to us, identifying you as a Temporary Assistance recipient who has been sanctioned due to failure to cooperate to complete your mandatory work requirement. DED-DWD-ADMIN would like to work with you and give you the opportunity to have this sanction lifted by the Family Support Division. We can do this by enrolling you in the Career Assistance Program for Temporary Assistance Recipients.

You must first contact JERIANE JACO at (573)751-1546 and schedule a meeting to discuss the options available to you to participate as required. We will work with you to identify an appropriate work activity for you. We will notify the Family Support Division of your compliance as soon as you meet the requirements for lifting the sanction and request that they restore your Temporary Assistance benefits.

We look forward to working with you to meet your employment goals.

Sincerely,

JERIANE JACO

Re-Engagement Letter for Sanctioned Individuals
Temporary Assistance Recipients
Pre-enrollment only

**“Post-Enrollment Reengagement” Letter for
Mandatory TA Recipients**

12/21/2009
KHADIJA H ABDIRAHMAN
3800A MERAMEC ST
SAINT LOUIS MO 63116

Dear KHADIJA H ABDIRAHMAN:
0039104138

DCN:

The Family Support Division has provided your name to us, identifying you as a Temporary Assistance recipient who has been sanctioned due to failure to participate in a work activity as required. Our records indicate that you were enrolled in the Career Assistance Program for Temporary Assistance recipients but have had your Temporary Assistance benefits reduced for failing to continue to participate to meet program requirements.

DED-DWD-ADMIN would like to work with you and give you the opportunity to have this sanction lifted by the Family Support Division. You must first contact JERIANE JACO at (573)751-1546 and schedule a meeting to discuss the options available to you to participate as required. We will work with you to identify an appropriate work activity for you. We will notify the Family Support Division of your compliance as soon as you meet the requirements for lifting the sanction and request that they restore your Temporary Assistance benefits.

We look forward to working with you to meet your employment goals.

Sincerely,

JERIANE JACO

Re-Engagement Letter for Sanctioned Individuals
Temporary Assistance Recipients
Post-enrollment only

DWD Issuance 12-2009 Attachment 1, Section 3
CAP Letters Toolbox 2.0 Instructions

Sending “Pre-Enrollment Letters” including: ‘Call-In Letter #1’, ‘Voluntary Call-In Letter #1’, and the ‘Pre-Enrollment Reengagement’ Letter:

1. Click the ‘Mo Utility’ menu and select ‘Call-in Letters’.
2. Select the ‘Office’ of the letter.

The screenshot shows the 'Call-in Letters' application window. At the top, there are two tabs: 'Send Letters' and 'Review Letters'. Below the tabs, there are two dropdown menus: 'Office' (set to 'ST. LOUIS COUNTY DEER CREEK CARE...') and 'Letter' (set to 'CAP Call-in Letter #1'). To the right of these is a 'Search' button. Below the dropdowns is a table with columns: 'Client', 'Work Status', 'Address', 'Last Letter', and 'Date'. The table contains two rows of data: 'FRENCH, MELISSA C' (Mandatory, 27 RIVER RD | FENTON, MO 630265029) and 'HENDRICKS, BRITTANI J' (Mandatory Teen, 2 FIEDLER CIR APT E | FENTON, MO 630265571). Below the table, there are fields for 'Number Selected' (0) and 'Total Records' (2), along with 'Select All' and 'DeSelect All' buttons. At the bottom, there is a 'Letter Information' section with fields for 'Counselor' (JERIANE JACO), 'Phone' ((573)751-1546), 'Time' (8:30 am), and 'Duration' (1 Hrs.). There are also buttons for 'Send Letters' and 'Close'. Numbered arrows point to the following elements: 1. Points to the 'Mo Utility' menu (not visible in the screenshot). 2. Points to the 'Office' dropdown menu. 3. Points to the 'Letter' dropdown menu. 4. Points to the checkbox next to the first client's name. 5. Points to the 'Send Letters' button.

3. Select ‘CAP Call-in Letter #1’, ‘Voluntary Callin Letter #2’, or ‘Pre Enroll Reengagement’.
4. Click on the box next to the individual’s name(s) to select the record(s).
5. Click on ‘Send Letters’.

Adding the 'Conciliation' Service:

1. Click 'Add Service' on the 'Employment Plan' tab.

Enrollment Appropriateness **Employment Plan** Progress Closures

☐ Show Closed Services ☐ Show Closed Tasks EO Notice: Plan: 1 of 2

Start Date: 07/23/08 Closed: ONet: 37201200 Maids and Housekeeping Cleaners

Goal: I am interested in working part time as a housekeeper, or in food service, laundry or dietary.

Justification: I have skills in these fields and feel that I can only work part time due to childcare issues.

LMI

Objective: Start Date: 11/12/08

Service: Hours:

End Date: Outcome:

Comments: Client is required to participate 20 hours per week in the CAP program. Client states she is interested in part time employment. She can not get into college at this time. She is interested in primarily in housekeeping or food service.

+ Add Task - Del Task - Del Service

+ Add Service Comments Verification

FSD Months on TANF: 13 AWEP/CWEP & Comm. Serv. Max: 133 Fed. Participation Min: Core: 50 Non-Core: 5

Training Weeks Remedial: Occupational: Total: 0

Schedule Print Plan New Plan Del Plan Save Cancel Payment DESE

2. Select the 'Assessment' objective and 'CAP Conciliation'.

By Objective **Service Tree** Key Word Alphabetically

Objective: Assessment

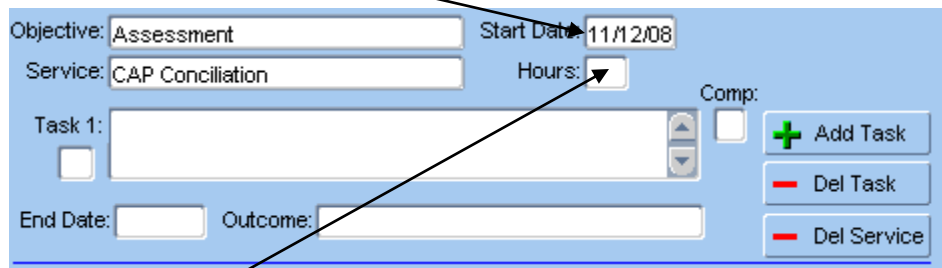
Services / Activities

- CAP Assessment
- CAP Conciliation
- CAP Trial Participation

Service Definition

Conducting an initial interview and assessment, completion of any participation agreement, identifying strengths and barriers to develop a plan for obtaining employment. This plan must include a participant/s educational and employment goals. Also, assessment is administering tests in determining skills, such as reading/math, aptitude, interests, work maturity, and medical/mental health evaluations.

3. The 'Start Date' automatically populates with the current date.

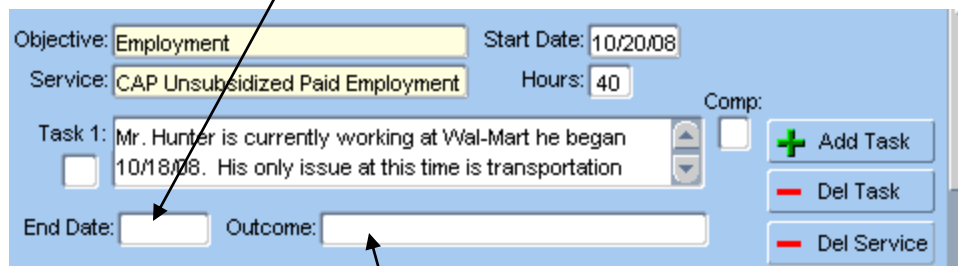


A screenshot of a software form for entering service information. The form has a light blue background. At the top, there are two text boxes: 'Objective:' containing 'Assessment' and 'Start Date:' containing '11/12/08'. Below these are 'Service:' containing 'CAP Conciliation' and 'Hours:' which is empty. To the right of 'Hours:' is a 'Comp:' checkbox which is also empty. Below 'Service:' is 'Task 1:' with a text box containing a blank space and a small square checkbox to its left. At the bottom left are 'End Date:' and 'Outcome:' text boxes, both empty. On the right side, there are three buttons: '+ Add Task' (green), '- Del Task' (red), and '- Del Service' (red). Two black arrows point to the 'Start Date' and 'Hours' fields from the list item above.

4. The 'Hours' should be left blank.
5. The 'Actual Start Date' does not appear and therefore, doesn't need to be completed.

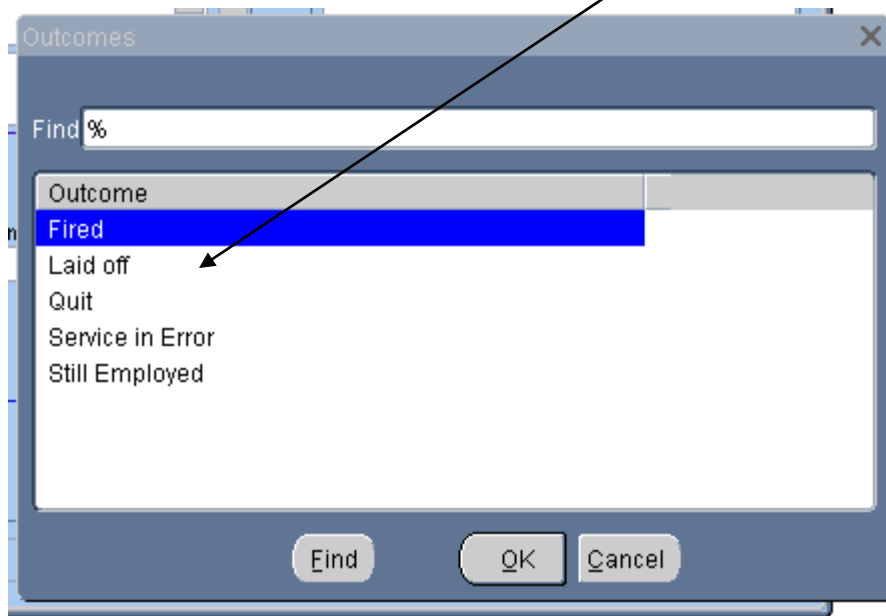
Ending Services:

1. Complete the 'End Date'



A screenshot of a software form for entering service information. The form has a light blue background. At the top, there are two text boxes: 'Objective:' containing 'Employment' and 'Start Date:' containing '10/20/08'. Below these are 'Service:' containing 'CAP Unsubsidized Paid Employment' and 'Hours:' containing '40'. To the right of 'Hours:' is a 'Comp:' checkbox which is empty. Below 'Service:' is 'Task 1:' with a text box containing 'Mr. Hunter is currently working at Wal-Mart he began 10/18/08. His only issue at this time is transportation' and a small square checkbox to its left. At the bottom left are 'End Date:' and 'Outcome:' text boxes, both empty. On the right side, there are three buttons: '+ Add Task' (green), '- Del Task' (red), and '- Del Service' (red). Two black arrows point to the 'End Date' and 'Outcome' fields from the list item above.

2. Select an appropriate Outcome by clicking F2 to get a 'LOV' (List of Values).



A screenshot of a dialog box titled 'Outcomes'. It has a search bar at the top labeled 'Find %'. Below the search bar is a list of outcomes: 'Fired', 'Laid off', 'Quit', 'Service in Error', and 'Still Employed'. The 'Fired' option is highlighted in blue. At the bottom of the dialog box are three buttons: 'Find', 'OK', and 'Cancel'. A black arrow points to the 'Fired' option in the list from the list item above.

Determining TA Recipients Not Enrolled in CAP to Send a 'Mandatory Pre-Post Enrollment Conciliation/Sanction' free-form letter to:

1. Click the 'Mo Utility' menu and select 'Call-in Letters'.
2. Select the 'Office'.

Call-in Letters

Send Letters Review Letters

Office: BETTER FAMILY LIFE Letter: Pre Enrollment Conciliation Search

Client	Work Status	Address	Last Letter	Date
<input type="checkbox"/> ADDISON, DWAYNE LAKEITH	Mandatory	9128 SAINT CYR DR JENNINGS, MO 63136395E	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALBAAJ, MAJID	Mandatory Two F	4953 REBER PL FL 2 SAINT LOUIS, MO 6313910	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALEWEL, ASHLEY	Mandatory	3163 WATSON RD SAINT LOUIS, MO 63139	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALEXANDER, DERSHEA	Mandatory	5855 SELBER CT APT 3B SAINT LOUIS, MO 631	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALEXANDER, SHELIA LEANN	Mandatory	815 POPLAR DR SAINT LOUIS, MO 631255019	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALEXANDER, SHERICA M	Mandatory	4711 NORTHLAND AVE SAINT LOUIS, MO 6311	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALHASAN, EMAN ABDEL RAHM	Mandatory Two F	4659 MAGNOLIA AVE SAINT LOUIS, MO 63110	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALLEN, DANNYEL	Mandatory	601 SHEPLEY DR SAINT LOUIS, MO 631373709	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALLEN, SHANEICE	Mandatory	9411 EASTCHESTER DR SAINT LOUIS, MO 6313	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALLRED, DEBORAH E	Mandatory	5216 GILMORE AVE SAINT LOUIS, MO 63120	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ALVEY, CALLIE ANN	Mandatory	5231 SUTHERLAND AVE # 2 SAINT LOUIS, MO	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> AMIRKHON, SHAKILO	Mandatory	5015 S GRAND BLVD SAINT LOUIS, MO 63111	CAP Call-in Letter #2	10/27/08
<input type="checkbox"/> ANDERSON, ANTWANETTE	Mandatory Teen	5461 PARTRIDGE AVE APT B SAINT LOUIS, M	CAP Call-in Letter #2	10/27/08

Number Selected: 0 Total Records: 56 Select All DeSelect All

Letter Information

BETTER FAMILY LIFE
6347 PLYMOUTH AV, STE 100
ST LOUIS MC 63133

Counselor: JERIANE JACO
Phone: (573)751-1546

Appointment: 11/22/08 9:00 am 1 Hrs.

Send Letters Close

3. Select 'Call-In Letter #2' or 'Pre-Enrollment Conciliation'.
4. Use these lists to determine recipients who have not enrolled that need a 'Pre-Post Enrollment Conciliation/Sanction' letter sent.

Note: Call-in letter #2 is being used to generate the above list since this letter is no longer sent.

Determining TA Recipients Not Enrolled in CAP to Send a 'Voluntary Conciliation' letter to:

1. Click the 'Mo Utility' menu and select 'Call-in Letters'.
2. Select the 'Office'.

Call-in Letters

Send Letters Review Letters

Office: [Dropdown] Letter: Voluntary Callin Letter #2 [Dropdown] Search

Client	Work Status	Address	Last Letter	Date
<input type="checkbox"/> CLOUSE, CASSANDRA G	Voluntary	5706 N BROOKLYN AVE KANSAS CITY, MO 64113	Voluntary Callin Letter #1	11/13/09
<input type="checkbox"/> DAKERFUGETT, CYNTHIA REN	Voluntary	4806 NE ANTIOCH RD KANSAS CITY, MO 64113	Voluntary Callin Letter #1	11/13/09
<input type="checkbox"/> EDWARDS, GABRIELLE MARIS	Voluntary	3530 NW 69TH TER APT 9 KANSAS CITY, MO 64113	Voluntary Callin Letter #1	11/13/09
<input type="checkbox"/> HASTY, AMANDA JUSTINE	Voluntary	1321 WILLIAMS RD TRLR 4 FARMINGTON, MO 64113	Voluntary Callin Letter #1	10/08/09
<input type="checkbox"/> LATHROP, DESARI	Voluntary	8314 NW 82ND ST KANSAS CITY, MO 64152	Voluntary Callin Letter #1	11/13/09
<input type="checkbox"/> NICKLES, TAMMY LEVISHA	Voluntary	5743 PAGE BLVD SAINT LOUIS, MO 63112	Voluntary Callin Letter #1	08/25/09
<input type="checkbox"/> RATLIFF, TANISHA MARIE	Voluntary	2822 OSAGE ST FL 2 SAINT LOUIS, MO 63118	Voluntary Callin Letter #1	08/19/09
<input type="checkbox"/> SCHROCK, KRISTINA L	Voluntary	5024 N OAK TRFY APT 128 KANSAS CITY, MO 64113	Voluntary Callin Letter #1	11/13/09
<input type="checkbox"/> VEST, SARAH BETH	Voluntary	1305 E FOREST ST BOLIVAR, MO 65613	Voluntary Callin Letter #1	12/08/09
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Number Selected: 0 Total Records: 9 [Select All] [DeSelect All]

Letter Information

Counselor: JERIANE JACO
 Phone: (573)751-1546
 Appointment: 01/01/10 Time: [Dropdown] Duration: [Dropdown] Hrs.
 [Send Letters] [Close]

3. Select 'Voluntary Call-In Letter #2' or 'Pre-Enroll Vol Conciliation'.
4. Use these lists to determine recipients who have not enrolled that need a 'Voluntary Conciliation' letter sent.

Note: Call-in letter #2 is being used to generate the above list since this letter is no longer sent.

Sending the 'Pre-Post Enrollment Conciliation/Sanction' or 'Voluntary Pre-Post Enrollment Conciliation' Free-Form Letter:

1. Click on the 'Seeker Correspondence' icon.
2. The 'Edit/Create' tab will display.
3. From the Category: field, select 'General' from the drop down menu.
4. Double click in the Document Type: field and select 'Free Format Letter'.

The screenshot shows the 'Toolbox 2 (Production) - Correspondence' application. The 'Edit/Create' tab is active. The 'Correspondence For' field contains 'STIYANA MITIKE'. The 'Category' dropdown is set to 'General'. The 'Document Type' field is set to 'Free Format Letter'. A large text area labeled 'Insert your text here' is present. At the bottom, there are buttons for 'Delete', 'Preview', 'Save', 'Cancel', and 'Close'. Arrows from the numbered instructions point to the 'Seeker Correspondence' icon, the 'Edit/Create' tab, the 'Category' dropdown, the 'Document Type' field, the text area, the 'Preview' button, and the 'Save' button.

5. An "Insert your text here" field will appear.
Copy and paste the letter information in this field.
6. Click on the 'Preview' button to preview and print the letter.
7. Click on the 'Save' button to save the letter.

Reviewing/Resending “Pre-Enrollment” Letters: ‘Call-In Letter #1’, ‘Voluntary Call-In Letter #1’, and ‘Pre-Enrollment Reengagement’ Letter:

1. Click the ‘Mo Utility’ menu and select ‘Call-in Letters’.
2. Select the ‘Office’ of the letter.

Client	Created	Address	Letter	Counselor
<input type="checkbox"/> ALTEPETER, MEGAN ASHLEY A	12/17/09	2218 SAINT RICHARD LN SAINT CHA	CAP Call-in Letter #1	BETTYE GLENN
<input type="checkbox"/> BROOKS, CARRIE L	12/17/09	P O BOX 1855 POPLAR BLUFF, MO	CAP Call-in Letter #1	JULIE BRUCE
<input type="checkbox"/> BRUCKSHAW, JENNIFER MARI	12/17/09	2812 EDMOND ST SAINT JOSEPH, M	CAP Call-in Letter #1	SABRINA BUNTIN
<input type="checkbox"/> BRUCKSHAW, JUSTIN MARK	12/17/09	2812 EDMOND ST SAINT JOSEPH, M	CAP Call-in Letter #1	SABRINA BUNTIN
<input type="checkbox"/> BULLOCK, ROBERT TRACY	12/17/09	101 P HWY CLARKSDALE, MO 6443	CAP Call-in Letter #1	SABRINA BUNTIN
<input type="checkbox"/> FISH, ANNA JOLENE	12/17/09	6604 E 12TH ST # 4283 KANSAS CI	CAP Call-in Letter #1	MASHELL FLOWERS
<input type="checkbox"/> GERLACH, KEVIN R	12/17/09	315 WOODLAWN AVE APT 96 O FA	CAP Call-in Letter #1	BETTYE GLENN
<input type="checkbox"/> LABRIER, BETTY INEZ	12/17/09	449 W MIDLAND ST POPLAR BLUFF	CAP Call-in Letter #1	JULIE BRUCE
<input type="checkbox"/> LADA, SARA ELIZABETH E	12/17/09	PO BOX 72 VIBURNUM, MO 655660	CAP Call-in Letter #1	KAREN AUNER
<input type="checkbox"/> PEMBERTON, CHRISTOPHER J J	12/17/09	415 W FARMER ST APT 2 INDEPEND	CAP Call-in Letter #1	MASHELL FLOWERS
<input type="checkbox"/> STONE, BRIAN LEE L	12/17/09	412 KAREN DR POPLAR BLUFF, MO	CAP Call-in Letter #1	JULIE BRUCE
<input type="checkbox"/> STORIE, REBECCA ANN A	12/17/09	6465 HWY 32 LOT 4 FARMINGTON,	CAP Call-in Letter #1	ANTHONY TREBEAU
<input type="checkbox"/> SUTTON, LACY RALENE	12/17/09	21814 HIGHWAY 135 STOVER, MO	CAP Call-in Letter #1	CHRISTY COONTZ
<input type="checkbox"/> WEYLAND, DANA L L	12/17/09	RR 2 BOX 2295 ALTON, MO 656069	CAP Call-in Letter #1	GWYNNE ARASMITH
<input type="checkbox"/> WHITTLE, JESSE COLE C	12/17/09	21814 HIGHWAY 135 STOVER, MO	CAP Call-in Letter #1	CHRISTY COONTZ

3. Select letter.
4. Select date range (optional), ‘SSN’ (optional), and/or ‘APP Id’ (optional).
5. Click on the box next to the individual’s name(s) to select the record(s).

Deleting “Pre-Enrollment” Letters: ‘Call-In Letter #1’, ‘Voluntary Call-In Letter #1,’ and the ‘Pre-Enrollment Reengagement’ Letter from the ‘Call in Letters’ tab:

A letter can be deleted until 4:00 pm the same day it was sent.

1. Click on the “Review Letters” Tab.

The screenshot shows a software window titled 'Call-in Letters'. It has a menu bar (File, Edit, Navigation, Utility, MC Utility, Window, Help) and a toolbar with various icons. Below the toolbar are two tabs: 'Send Letters' and 'Review Letters'. The 'Review Letters' tab is active. At the top of the tab, there are fields for 'Office:', 'Date: 12/17/09', 'Letter: CAP Call-in Letter #1', 'SSN:', and 'App Id:'. A 'Search' button is on the right. Below these fields is a table with columns: Client, Created, Address, Letter, and Counselor. The table contains 17 rows of data. At the bottom of the table is a 'Delete' button with a red minus icon. To the right of the button are fields for 'Number Selected: 0' and 'Total Records: 17'. Further right are 'Select All' and 'DeSelect All' buttons. Arrows from the instructions point to the 'Review Letters' tab and the 'Delete' button.

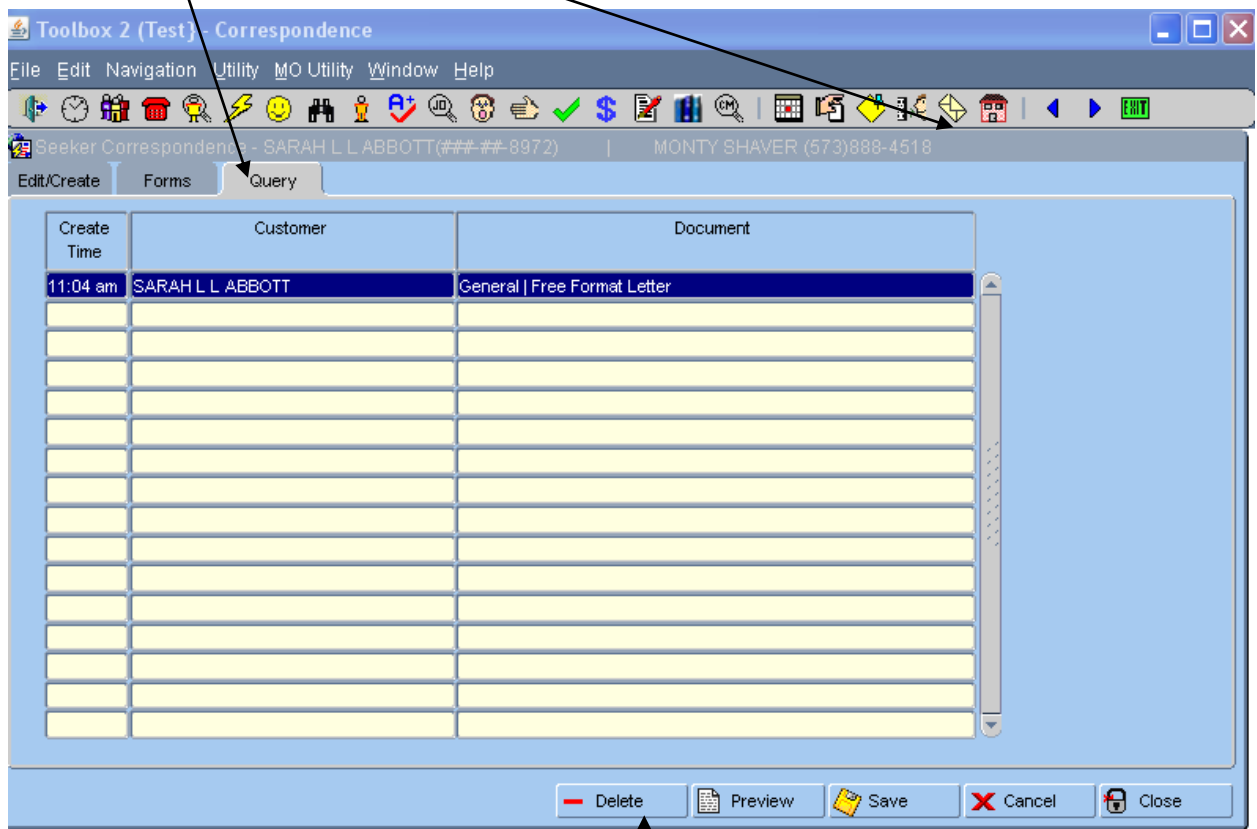
Client	Created	Address	Letter	Counselor
ALTEPETER, MEGAN ASHLEY A	12/17/09	2218 SAINT RICHARD LN SAINT CH	CAP Call-in Letter #1	BETTYE GLENN
BROOKS, CARRIE L	12/17/09	P O BOX 1855 POPLAR BLUFF, MO	CAP Call-in Letter #1	JULIE BRUCE
BRUCKSHAW, JENNIFER MARI	12/17/09	2812 EDMOND ST SAINT JOSEPH, M	CAP Call-in Letter #1	SABRINA BUNTIN
BRUCKSHAW, JUSTIN MARK	12/17/09	2812 EDMOND ST SAINT JOSEPH, M	CAP Call-in Letter #1	SABRINA BUNTIN
BULLOCK, ROBERT TRACY	12/17/09	101 P HWY CLARKSDALE, MO 6443	CAP Call-in Letter #1	SABRINA BUNTIN
FISH, ANNA JOLENE	12/17/09	6604 E 12TH ST # 4283 KANSAS CI	CAP Call-in Letter #1	MASHELL FLOWERS
GERLACH, KEVIN R	12/17/09	315 WOODLAWN AVE APT 96 O FA	CAP Call-in Letter #1	BETTYE GLENN
LABRIER, BETTY VNEZ	12/17/09	449 W MIDLAND ST POPLAR BLUFF	CAP Call-in Letter #1	JULIE BRUCE
LADA, SARA ELIZABETH E	12/17/09	PO BOX 72 VIBURNUM, MO 65560	CAP Call-in Letter #1	KAREN AUNER
PEMBERTON, CHRISTOPHER J J	12/17/09	415 W FARMER ST APT 2 INDEPEND	CAP Call-in Letter #1	MASHELL FLOWERS
STONE, BRIAN LEE L	12/17/09	412 KAREN DR POPLAR BLUFF, MO	CAP Call-in Letter #1	JULIE BRUCE
STORIE, REBECCA ANN A	12/17/09	6465 HWY 32 LOT 4 FARMINGTON,	CAP Call-in Letter #1	ANTHONY THEBEAU
SUTTON, LACY RALENE	12/17/09	21814 HIGHWAY 135 STOVER, MO	CAP Call-in Letter #1	CHRISTY COONTZ
WEYLAND, DANA L L	12/17/09	RR 2 BOX 2295 ALTON, MO 65609	CAP Call-in Letter #1	GWYNNE ARASMITH
WHITTLE, JESSE COLE C	12/17/09	21814 HIGHWAY 135 STOVER, MO	CAP Call-in Letter #1	CHRISTY COONTZ

2. Select the appropriate letters that need to be deleted by clicking on the box.
3. Click on the “Delete” button to delete the letter or letters.

Deleting All Letters from the 'Correspondence' icon:

A letter can be deleted until 4:00 pm the same day it was sent.

1. Click on the Correspondence icon. (or press Alt + C)
2. Select the Query tab.



3. Click the record you want to delete and select 'Delete'.

Deleting All Letters from the 'Seeker Services' tab:

A letter can be deleted until 4:00 pm the same day it was sent.

1. Click on the 'Seeker Histories' icon.
2. The 'Seeker Services' tab will display.

File Edit Navigation Options Utility MO Utility Window Help

Seeker Histories - SARAH L L ABBOTT(##-##-8972) | MONTY SHAVER (573)888-4518

Seeker Services Change History Notes Payments FSD Load Information Exit Snapshot FSD TANF Participation

Display Options

- ☒ Service History
- ☒ Correspondence
- ☒ Workshop Notices
- ☒ Tasks
- ☒ Appointments
- ☒ WSL Referrals
- ☒ Alerts
- ☒ Enrollments
- ☒ FSD Work Status

Counts

DWD Referrals: 5 Placements: 0

Self Referrals: 102 Services: 120

Employer Referrals: 1 Scratch Pads: 0

Training Weeks

Remedial: 0

Occupational: 0

Total: 0

Date	Type of Service	Counselor	Description	Results
12/17/09	Correspondence	JERIANE JACO	Free Format Letter	Not Mailed
11/10/09	FSD-Load Info		CAP Recipient Referral Date:10/23/2009 Work Status:DD	Mandatory
10/26/09	FSD-Load Info		CAP Recipient Referral Date:10/23/2009 Work Status:DD	Mandatory
10/16/09	Task	NANCY WATTS	Case Reassigned from NANCY WATTS to MONTY SHAVER	Completed
10/16/09	Task	MONTY SHAVER	Case Reassigned from NANCY WATTS to MONTY SHAVER	Completed
10/16/09	FSD-Load Info		CAP Recipient Referral Date:10/15/2009 Work Status:DD	Mandatory
10/16/09	Task	MONTY SHAVER	Address Changed by FSD	Completed
10/15/09	Alert	NANCY WATTS	Recommends Sanction be lifted Client brought in medical statement from her MD stat	
10/15/09	Task	MONTY SHAVER	Seeker 529338972 ABBOTT, SARAH L L has a new note.	Completed
10/13/09	Service	Counselor Web	Job Referral	
10/13/09	Service	Counselor Web	Job Referral	
10/13/09	Service	Counselor Web	Job Referral	
10/13/09	Service	Counselor Web	Job Referral	

Delete Correspondence


Print List

3. Click on the correspondence that needs to be deleted. .
4. Click 'Delete Correspondence'.

Resending All Letters Except Free-Form Letters from the ‘Call in Letters’ tab:

1. Click on the 'Review/Letters' tab.

[illegible]



2. Choose the letter(s) criteria as appropriate.
3. Click the  icon.
4. Complete the necessary information:

Document Parameters

Client: PULLIAM, AMANDA LEA L
CAPE GIRARDEAU CAREER CENTER
216 NORTH FOUNTAIN
CAPE GIRARDEAU MC 63701

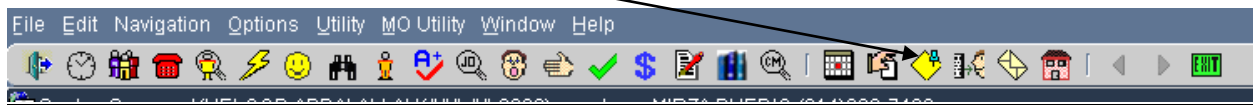
Letter: Post Enroll Reengagement
Counselor: RYAN WICHERN
Phone: (573)290-5766

Appointment: Time: Duration:

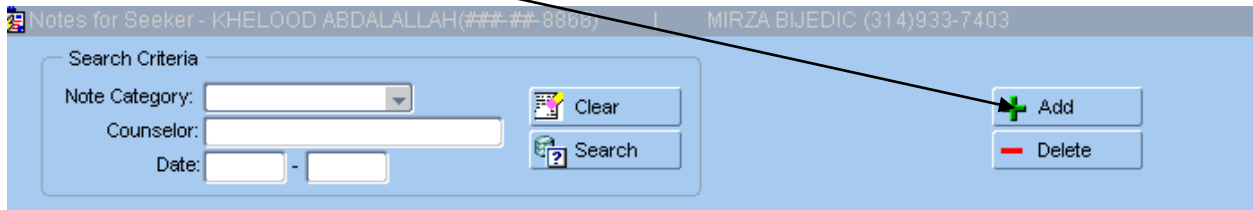
 Save  Close

Entering Case Notes:

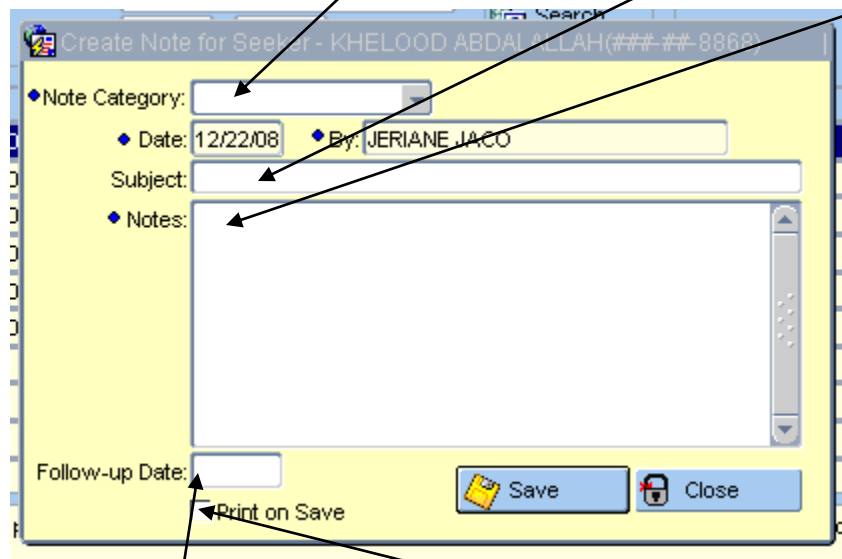
1. Click on the 'Notes' icon.



2. Click the 'Add' button.



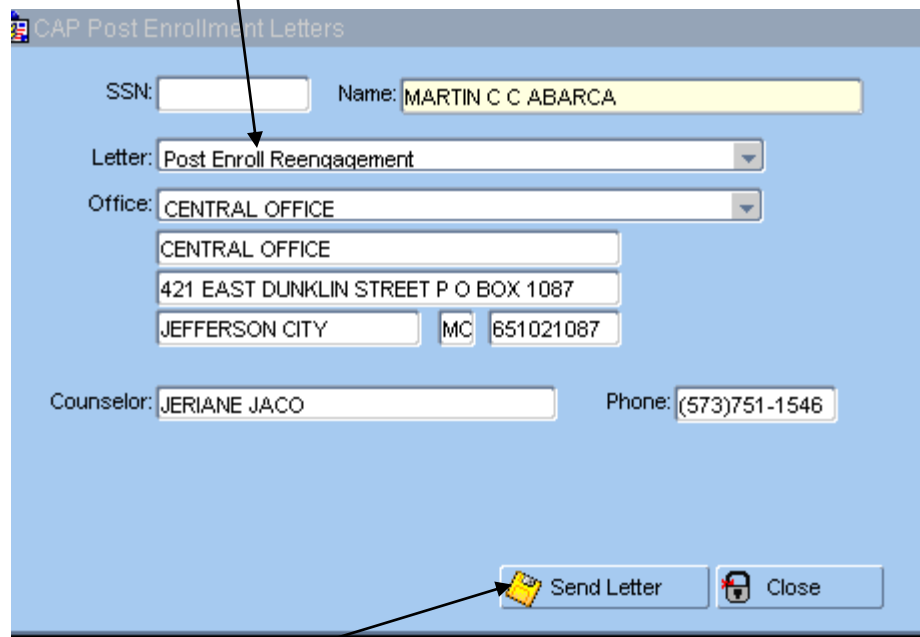
3. Select the appropriate 'Note Category' drop down menu item, type the appropriate information in the 'Subject' field and enter 'Notes'.



5. Enter 'Follow-up Date' if appropriate.
6. If you want a hard copy for the record click to select the 'Print on Save'.

Sending the 'Post-Enrollment Reengagement' Letter:

1. Click the 'Options' menu and select 'MO Program Specific'.
2. Select 'CAP Post-Enrollment Letters'.
3. Select the 'Post Enrollment Reengagement' letter and change any necessary information.



The screenshot shows a web form titled "CAP Post Enrollment Letters". It contains the following fields and controls:

- SSN: [Empty text box]
- Name: MARTIN C C ABARCA
- Letter: [Post Enrollment Reengagement (dropdown menu)]
- Office: CENTRAL OFFICE (dropdown menu)
- Address fields:
 - CENTRAL OFFICE
 - 421 EAST DUNKLIN STREET P O BOX 1087
 - JEFFERSON CITY [MC] 651021087
- Counselor: JERIANE JACO
- Phone: (573)751-1546
- Buttons: [Send Letter] and [Close]

Two arrows are present: one pointing from step 3 of the instructions to the "Letter" dropdown menu, and another pointing from step 4 to the "Send Letter" button.

4. Click the 'Send Letter' button.

Entering 'CAP Trial Participation' Service:

1. Click on 'Add Service'.

Toolbox 2 (Test) - Employment Plan

File Edit Navigation Options Utility MO Utility Window Help

Employment Plan - LAILA MUHAMMA ABDRAHMANU(###-##-0409) | LINDA WOODWARD (314)679-3311

Enrollment Appropriateness Employment Plan Progress Closures

☐ Show Closed Services ☐ Show Closed Tasks EO Notice: Plan: 1 of 1

Start Date: 09/02/08 Closed: ONet: 39902100 Goal: Client wants to care for children in home

Justification: Client is currently caring for 4 children in the home.

LMI

Objective: Life Skills Start Date: 09/22/08

Service: CAP Temporary Waiver-Childcare Hours: Comp: Add Task Del Task Del Service

Task 1: Child is under 1 year of age, DOB 3/2/08

End Date: Outcome:

Objective: Start Date: 01/13/09

Service: Hours:

Life Skills

CAP Temporary Waiver-Childcare

+ Add Service Comments Verification

FSD Months on TANF: 4

AWE/P/CWEP & Comm. Serv. Max: 67

Fed. Participation Min:

Core: 20

Non-Core: 10

Training Weeks

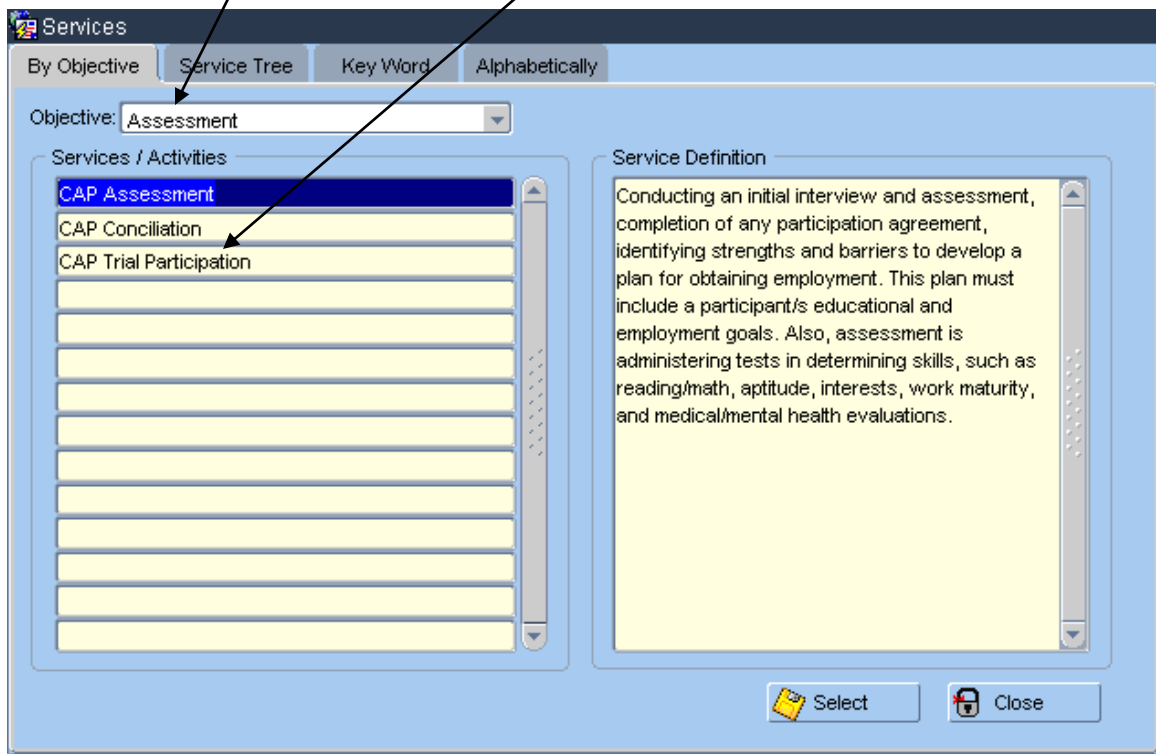
Remedial: Occupational: Total: 0

Schedule Print Plan New Plan Del Plan Save Cancel

Payment DESE

2. Double click on the 'Objective'.

5. Select 'Assessment' and 'CAP Trial Participation' by double clicking or clicking 'Select'.



6. Enter the 'Start Date' and 'Hours' (which can be 0):

The screenshot shows a form for entering service details. It has a light blue background. At the top, there are two dropdown menus: 'Objective:' with 'Assessment' selected, and 'Service:' with 'CAP Trial Participation' selected. To the right of these is a 'Start Date:' field with the date '01/13/09' entered. Below the 'Service:' dropdown is an 'Hours:' field, which is currently empty. To the right of the 'Hours' field is a 'Comp:' checkbox, which is also unchecked. Below the 'Hours' field is a 'Task 1:' field, which is empty. To the right of the 'Task 1' field are three buttons: '+ Add Task', '- Del Task', and '- Del Service'. At the bottom of the form are two more fields: 'End Date:' and 'Outcome:', both of which are empty.

5. Hours cannot be entered on the 'Verification' tab since this service is for tracking purposes.